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HOUSING & URBAN DEVELOPMENT DEPARTMENT

NOTIFICATION

The 30th September, 2015

No. 25772-HUD-13-REFM-65-SCH-17-0015/2015/HUD.—

Sub: Declaration of Service Standards of Urban Local Bodies for the year 2014-15 & 2015-16 in four essential services i.e. Water Supply, Sewage Management, Solid Waste Management and Storm Water Drainage

In compliance to the recommendation of the 13th Finance Commission under section 161-viii of Chapter 10 (Incentive Framework for General Performance Grant) the State Government vide its notification No. 36924/HUD., dated the 27th December, 2013 had notified standards of service deliveries in four essential services, namely, Water Supply, Sewerage Management, Storm Water Drainage and Solid Waste Management provided by the local bodies for the year 2013-14.

After due evaluation of the achievements of such targets for the year 2013-14 the Government of Odisha have been pleased to notify herewith the service level targets for the year 2014-15 & 2015-16 in the four service sectors mentioned above for 50 Urban Local Bodies covering all Municipal Corporations and Municipalities of the State after due consultation with them as per the indicators enshrined in the Handbook on Service Level Benchmarking published by the Ministry of Urban Development, Government of India.

By Order of the Governor

G.MATHI VATHANAN

Commissioner-cum-Secretary to Government

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Anandpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 22 | 23 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 61.5 | 65 |
| 3 | Extent of metering of Water Connections (%) | 100 | 5 | 10 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 46 | 30 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 86 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 41 | 45 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 24 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 18 | 25 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 33 | 68 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 20 | 50 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 12 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 20 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 12 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 60 | 60 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Angul Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 11.92 | 11.92 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 64 | 79 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 47.09 | 43.38 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 92 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 92 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 16.56 | 26 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 23.1 | 25 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 82 | 85 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 85 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 70 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 80 | 85 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 2 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bolangir Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 21.21 | 30 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 92.01 | 100 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 44.77 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.5 | 1.5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 70 | 80 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 17.32 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 25.06 | 30 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 84 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 38 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 100 | 100 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 70 | 90 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 40 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 3 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Balasore Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|---------------|------------------------------------|----------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 59 | 59.3 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 107.25 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 66 | 62 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 88 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 48 | 50 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 55 | 55 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 35 | 55 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 0 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 70 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 23.48 | 52 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Barbil Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| Water Supply | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 11 | 11 |
| 2 | Per Capita Supply of Water at Consumer end (LPCD) | 135 | 42.21 | 45 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 43 | 30 |
| 5 | Continuity of Water Supply (Hours) | 24 | 5 | 5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 27 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 32 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 31 | 36 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection of Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 10 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 20 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 5 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 5 | 10 |
| 8 | Efficiency in Collection SWM Charges (%) | 90 | 0 | 10 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 72 | 90 |
| 2 | Incidence of Water Logging/ Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Bargrah Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 7.6 | 11 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 44 | 45 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 65 | 55 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 96 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 83 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 54 | 60 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 80 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 10 | 50 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 50 | 60 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 0 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 3 | 2 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Baripada Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 38 | 38.2 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 108.45 | 114.8 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 31 | 45 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3.1 | 3.3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 75 | 80 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 50 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 42 | 45 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 70 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 10 | 100 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 90 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 30 | 50 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 90 | 90 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 29.47 | 45 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Basudevpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 15 | 18.4 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 44.25 | 50 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 77 | 75 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 78 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 18 | 20 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 76 | 77 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 9 | 12 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 58 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 88 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 78 | 89 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 68 | 75 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 20 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Berhampur Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 52 | 55 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 134 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 1 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 38 | 35 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1 | 1 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 94 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 56 | 58 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 46 | 50 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 83 | 85 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 95 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 6 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 4 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 65 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 95 | 95 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 60 | 65 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 60 | 75 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 20 | 21 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 29 | 30 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 42.56 | 63 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 2 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Belpahar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 8.68 | 10 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 13.49 | 15 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 82.1 | 70 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 40 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 13.1 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 47.42 | 55 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 40 | 65 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 75 | 85 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 10 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 25 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bhadrak Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| 1 | Coverage of Water Supply Connections (%) | 100 | 7 | 8.8 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 45.25 | 49 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 87 | 80 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 80 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 81 | 83 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 35 | 70 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 50 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 75 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 10 | 15 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 10 | 10 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 55 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 10 | 12 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 10 | 12 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 10.52 | 40 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 12 | 10 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Bhawanipatna Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 13.3 | 13.5 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 45 | 80 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 15.2 | 15 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 72 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 27.8 | 40 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 14.9 | 20 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 80 | 85 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 65 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 73 | 75 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 20 | 35 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 70 | 75 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 6 | 12 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Birmitrapur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 7 | 7.42 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 34.52 | 43.14 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0.07 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 66 | 65 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 92 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 9 | 12 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 46 | 50 |
| SEWERAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 62 | 65 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 48.12 | 50 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 23.5 | 25 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 96 | 97.25 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 2 | 2.5 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 1 | 1.5 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 64 | 66.25 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 2 | 3.5 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 1 | 2.5 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 35 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 3 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Bhubaneswar Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 35 | 30.81 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 248.07 | 240 |
| 3 | Extent of metering of Water Connections (%) | 100 | 1.41 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 62.5 | 60 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.11 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 31.13 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 97 | 98 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 81.6 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 58.4 | 80 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 1.1 | 5 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 1.1 | 5 |
| 5 | Quality of Sewage Treatment (%) | 100 | 80 | 100 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98 | 100 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 34.9 | 38 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 74 | 80 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 80 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 100 | 100 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 20 | 20 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 45.3 | 68 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 8 | 4 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Brajarajnagar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 34.55 | 40 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 32.16 | 50 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 92 | 80 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 40 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 5.5 | 10 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 1.21 | 10 |
| SEWERAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 45 | 55 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 8 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 20 | 60 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 20 | 32 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 18 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 23 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 20 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 20 | 40 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 25 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 12 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 36 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Choudwar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 12 | 15 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 96.26 | 96.26 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 15 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 45 | 50 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 29 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 36 | 37 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 60 | 71.27 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 94.28 | 95.18 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 6 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 74 | 75.42 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 6 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 3 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 4 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 74 | 78 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 5 | 5 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Cuttack Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 58.04 | 59 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 136 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.05 | 0.5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 55.72 | 55 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3.9 | 3.9 |
| 6 | Quality of Water Supplied (%) | 100 | 91.76 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 42.46 | 43 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 83 | 84 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 65 | 75 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 25 | 30 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 65 | 75 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 65 | 75 |
| 5 | Quality of Sewage Treatment (%) | 100 | 100 | 100 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 50 | 55 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 75 | 60 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 70 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 40 | 60 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 50 | 80 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 58.7 | 70 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 7 | 5 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Deogarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 24.5 | 27 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 85 | 87 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 78 | 65 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 90 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 92 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 33.5 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 52 | 55 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 72.77 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 86 | 92 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 7.3 | 10 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Dhenkanal Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 13.87 | 25 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 82 | 104 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 52.92 | 45 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1 | 1 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98.01 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 14.63 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 10.72 | 12 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 36 | 56 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 95 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 95 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 8 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 75 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 8 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 25.56 | 35.5 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jajpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 22.29 | 25 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 101.44 | 104 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 69 | 55 |
| 5 | Continuity of Water Supply (Hours) | 24 | 6 | 6 |
| 6 | Quality of Water Supplied (%) | 100 | 90 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 31 | 32 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 28 | 32 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 61 | 87 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 49.4 | 55 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 36 | 50 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 40 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 45 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 45 | 60 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jaleswar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 17 | 18 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 55.55 | 60 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 66 | 65 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 95 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 33 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 43 | 45 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 18 | 35 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 7.8 | 25 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 18.1 | 40 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 18 | 7 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jaypore Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 31 | 25.8 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 106.26 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 68 | 60 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4.3 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 31 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 23 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 72 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 69 | 80 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 11 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 18 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 11 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 2 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 4 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 25 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 100 | 100 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jagatsinghpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 17 | 20 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 103.03 | 105 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 15 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 78 | 70 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 22 | 26 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 34 | 35 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 82 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 77 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 38 | 40 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 5 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 25 | 30 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 5 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 5 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 12 | 15 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 3 | 2 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jatni Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 10.7 | 11 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 55.74 | 60 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 71 | 70 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 20 | 28 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 46.63 | 56 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 25 | 30 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 35 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 10 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 28 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 30 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 33 | 35 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jharsuguda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 68 | 70 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 44.22 | 70 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 60.47 | 60 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 50 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 33.3 | 40 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 9.6 | 15 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 58 | 62 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 95 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 20 | 25 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 8 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 10 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 15 | 20 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Joda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 4 | 5 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 68.15 | 70 |
| 3 | Extent of metering of Water Connections (%) | 100 | 1 | 3 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 51 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 5 | 5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 34 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 16 | 25 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 48 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 100 | 100 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 5 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 8 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 70 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 20 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 25 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 60 | 100 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Kendrapara Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 34.5 | 32.1 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 121.9 | 130 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 10 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 32.4 | 25 |
| 5 | Continuity of Water Supply (Hours) | 24 | 6 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 85 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 88.5 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 23.2 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 49.3 | 55 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 70 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 72 | 77 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 82 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 8 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 20 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 75 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 15 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 50 | 54 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 2 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Keonjhar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 24 | 24 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 95.39 | 96 |
| 3 | Extent of metering of Water Connections (%) | 100 | 1 | 3 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 40 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.9 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 85 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 63 | 63 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 14 | 30 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 79 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 80 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 20 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 60 | 70 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 30 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 58 | 70 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Khurda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.5 | 17 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 78.23 | 78.23 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 67 | 65 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 80 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 14 | 17 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 39.28 | 75 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 30 | 40 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 50 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 30 | 40 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 35 | 45 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 25 | 35 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 40 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 45 | 35 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Koraput Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 46 | 53 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 133.56 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 50 | 50 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.3 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 34 | 40 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 112 | 100 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 40 | 50 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 45 | 60 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 48 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 70 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Malkanagiri Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 13 | 15 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 62.41 | 80 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 52 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 36 | 45 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 80 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 80 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 100 | 100 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 80 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 15 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 40 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Nowrangpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 22 | 25 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 50.78 | 100 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 51 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4.3 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 28 | 38 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 17 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 63 | 70 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 20 | 30 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 90 | 100 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 100 | 100 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Paradeep Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | Supplied By Paradeep Port Authority | |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | | |
| 3 | Extent of metering of Water Connections (%) | 100 | | |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | | |
| 5 | Continuity of Water Supply (Hours) | 24 | | |
| 6 | Quality of Water Supplied (%) | 100 | | |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | | |
| 8 | Cost recovery in Water Supply Services (%) | 100 | | |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | | |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 91 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 98.1 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 10 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 13.4 | 35 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Paralakhemundi Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 53 | 55 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 106 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 4.28 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 24 | 20 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.5 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 80 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 48 | 50 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 71 | 75 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 89 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 19.7 | 30 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 88 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 81 | 90 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Pattamundai Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 20.85 | 25 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 91.52 | 100 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 25 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 29.3 | 28 |
| 5 | Continuity of Water Supply (Hours) | 24 | 6 | 7 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 85 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 11.7 | 15 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 58.84 | 60 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 30 | 60 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 60 | 80 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 40 | 55 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 75 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 90 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 80 | 90 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 40 | 50 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 5 | 3 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Phulbani Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 29 | 32 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 102 | 107 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 32 | 32 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.35 | 1.35 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 27 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 27 | 38 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 48 | 60 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 67 | 72 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 17 | 32 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Puri Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 26.86 | 33.2 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 148.38 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.01 | 15 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 49.9 | 49 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 88.88 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 97.22 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 19.22 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 43.17 | 44 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 77.168 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 12.432 | 80 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 45 | 80 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 4.9 | 75 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 10 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 16.384 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 124.416 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 9.216 | 100 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 95.744 | 100 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 94.976 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 41.088 | 100 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 18 | 40 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 33.67 | 65 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Rajgangpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16 | 11.5 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 53.46 | 60 |
| 3 | Extent of metering of Water Connections (%) | 100 | 6 | 0.04 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 71 | 70 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 97 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 11 | 20 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 28 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 8 | 20 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 40 | 60 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 25 | 40 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 45 | 70 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 65 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 28 | 40 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 80 | 100 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Rairangpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 45 | 48 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 69.99 | 70 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 42 | 41 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 97 | 97 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 22 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 35 | 36 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 85 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 74 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 50 | 66 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 20 | 23 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 10 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 45 | 57 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Raygada Municipality

| S. N. | Service/ Indicator | Benchmark | Current Status for FY, 2014-15 | Target for FY, 2015-16 |
|-------------------------------|--|-----------|--------------------------------|------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 46 | 50 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 108.36 | 110 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 7 | 6 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4.5 | 4.5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 52 | 55 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 46 | 50 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 83 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 88 | 92 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rourkela Municipality Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 36 | 40 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 137.14 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 1 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 21.7 | 20 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.8 | 2.8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 92 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 20 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 60 | 65 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 84 | 90 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 4 | 25 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 2 | 10 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 15 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 15 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 60 | 75 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 65 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 95 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 35 | 50 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 5 | 10 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 10 | 20 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 60 | 70 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 5 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 10 | 40 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 81.7 | 96 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sambalpur Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 30 | 35 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 195 | 190 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 72 | 70 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.7 | 2.7 |
| 6 | Quality of Water Supplied (%) | 100 | 98 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 88 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 21 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 55 | 60 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 48.7 | 60 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 26 | 63 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 75 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 50 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 75 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 25 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 50 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 25 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 25 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 24.2 | 50 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards(13th Finance Commission)

Name of ULB - Soro Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|---|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connection(%) | 100 | 13 | 15 |
| 2 | Per Capita Supply of Water at Consumer end(LPCD) | 135 | 55.53 | 60 |
| 3 | Extent of metering of Water connection(%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 64 | 62 |
| 5 | Continuity of Water Supply(Hours) | 24 | 3 | 3 |
| 6 | Quality of Water supplied(%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 93 | 98 |
| 8 | Cost recovery in Water Supply services(%) | 100 | 43 | 45 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 31 | 33 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 34 | 45 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection efficiency of sewage network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse & Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOILD WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Service (%) | 100 | 70 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Soild Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 1 | 5 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Sonepur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 40 | 60 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 125 | 127 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 10 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 60 | 55 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.5 | 1.6 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 75 | 76 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 30 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 36.7 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 25 | 30 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 8 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 80 | 90 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 2 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB – Sunabeda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 14 | 25 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 138.13 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 20 | 20 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 91 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 126 | 80 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 90 | 100 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 55 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 40 | 45 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 80 | 90 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 5 | 3 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Sundargarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 29.47 | 35 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 122.11 | 125 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.0% | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 40.69 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 80 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 15.38 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 37.64 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 66 | 75 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 92 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 85 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 60 | 65 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 70 | 75 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Titlagarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.87 | 20 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 94.83 | 100 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 39.18 | 38 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 78 | 75 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 19.07 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 32.04 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 23 | 30.13 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 82 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 86 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 15 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 95 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 15 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 0 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Talcher Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.85 | 16.54 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 73 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 20 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 56.25 | 41.03 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 92 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 23.7 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 48.51 | 60 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 61 | 73.81 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 74 | 85 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 85 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 34 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 74 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 82 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 5 | 8 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 15 | 22 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 75 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Vyasanagar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 44.7 | 45 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 85.61 | 90 |
| 3 | Extent of metering of Water Connections (%) | 100 | 2 | 15 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 30 | 27 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 35 | 40 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 23 | 32 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 70 | 76 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 21 | 40 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 75 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 15 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 15 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 91 | 98 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 5 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 5 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 15 | 30 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Umerkote Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2014-15 (4) | Target for FY, 2015-16 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 11 | 12 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 46.91 | 60 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 64 | 50 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 75 | 58 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 18 | 40 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 46.23 | 63 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 56.53 | 66.14 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 43.29 | 50.65 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 53.18 | 62.22 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 20 | 23.40 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 40 | 46.80 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 60.00 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 10 | 11.70 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0.00 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 70 | 75 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Anandpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 17.4 | 22 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 60.94 | 61.5 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 44.3 | 46 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 85 | 86 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 23.4 | 41 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 22 | 24 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 14 | 22 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 33 | 68 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 20 | 50 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 12 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 6 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 20 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 12 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 60 | 60 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 9 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Angul Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 11.6 | 11.92 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 78.83 | 64 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 47.3 | 47.09 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 92 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 91.4 | 92 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25.5 | 16.56 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 24 | 11.92 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 72 | 60 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 81 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 76 | 85 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 50 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 50 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 30 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 62 | 70 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 66 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 14 | 6 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Bolangir Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 20.78 | 21.21 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 95.98 | 92.01 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 42.71 | 44.77 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.5 | 1.5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 68 | 70 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25.27 | 17.32 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 23.18 | 25.06 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 81.2 | 90 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 20 | 45 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 80 | 100 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 40 | 70 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 10 | 42 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Balasore Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 58.6 | 59 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 128.87 | 107.25 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 67.7 | 66 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 81.2 | 88 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 30.2 | 48 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 75 | 55 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 30 | 35 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 0 | 0 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 65 | 70 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 21 | 43 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 7 | 6 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Barbil Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| 1 | Coverage of Water Supply Connections (%) | 100 | 7.6 | 11 |
| 2 | Per Capita Supply of Water at Consumer end (LPCD) | 135 | 43.27 | 42.21 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 24.4 | 43 |
| 5 | Continuity of Water Supply (Hours) | 24 | 5 | 5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90.2 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 31 | 27 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 35.2 | 32 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 28 | 47 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection of Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 40 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 2 | 5 |
| 8 | Efficiency in Collection SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 70 | 90 |
| 2 | Incidence of Water Logging/ Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bargarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014- 15 (5) |
|-------------------------------|--|--------------------------|---|--|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 7.54 | 7.6 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 39.18 | 44 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 65 | 65 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 95.5 | 96 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 83 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 54 | 54 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 70 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 2 | 2 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 50 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 40 | 70 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 10 | 30 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | | |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 20 | 50 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 0 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 5 | 3 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Baripada Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 36.4 | 38 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 105.02 | 108.45 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 54.91 | 31 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3.08 | 3.1 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 73.1 | 75 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 26.6 | 50 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 57.7 | 42 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 58 | 70 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 80 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 100 | 100 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 90 | 90 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 26.4 | 38 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 3 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Basudevpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 13.7 | 18.4 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 43.12 | 50 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 79.5 | 75 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 71.8 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 7.3 | 20 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 60.9 | 77 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 7 | 16 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 48 | 65 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 75 | 85 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 75 | 85 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | - | - |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 62 | 70 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 20 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Berhampur Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 41 | 52 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 109.02 | 134 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 51.5 | 38 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1 | 1 |
| 6 | Quality of Water Supplied (%) | 100 | 90.4 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98.7 | 94 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 41.2 | 56 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 38.8 | 46 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 77 | 84 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 95 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 6 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 4 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 57 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 95 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 55 | 60 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 55 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 17 | 20 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 25 | 29 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 35.84 | 37.85 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 4 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Belpahar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 0.4 | 8.68 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 13.49 | 13.49 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 58.5 | 82.1 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.5 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 33.3 | 40 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 50 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 13.1 | 13.1 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 103.4 | 47.42 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 35 | 65 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 67.81 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 25 | 50 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 2 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 2 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 2 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 10 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 2 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 5 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 25 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB- Bhadrak Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 6.4 | 7 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 46.56 | 45.25 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 82.2 | 81 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 80 | 80 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 8.6 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 63.6 | 81 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 33 | 61 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 50 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 75 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 55 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 10 | 12 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 10 | 12 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 9.6 | 20 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 14 | 9 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Bhawanipatna Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 7.1 | 13.3 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 38.05 | 45 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.5 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 25.3 | 15.2 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.8 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 96 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 97.5 | 72 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 9 | 27.8 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 47.7 | 14.9 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 70 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 65 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 70 | 73 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 75 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 10 | 20 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 50 | 70 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 5 | 6 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 3 | 1 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Birmitrapur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 7.1 | 7 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 38.05 | 34.52 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.5 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 25.3 | 66 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.8 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 96 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 97.5 | 92 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 9 | 9 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 47.7 | 46 |
| SEWERAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 57.1 | 62 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 46.15 | 48.12 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 21.03 | 23.5 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 95.24 | 96 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 2 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 1 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 62.82 | 64 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 1.16 | 2 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 1 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 28.9 | 30 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 3.5 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Bhubaneswar Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 30.6 | 35 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 255.52 | 248.07 |
| 3 | Extent of metering of Water Connections (%) | 100 | 1.41 | 1.41 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 62.5 | 62.5 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.07 | 2.11 |
| 6 | Quality of Water Supplied (%) | 100 | 77.5 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 30.7 | 31.13 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 96 | 97 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 79.1 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 58.4 | 80 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 1.1 | 5 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 1.1 | 5 |
| 5 | Quality of Sewage Treatment (%) | 100 | 80 | 100 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98 | 100 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 34.9 | 38 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 74 | 80 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 85 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 85 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 80 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 100 | 100 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 20 | 30 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 37 | 30 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 8 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Brajarajnagar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 2.1 | 34.55 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 32.16 | 32.16 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 92 | 92 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 40 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 5.5 | 5.5 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 1.21 | 1.21 |
| SEWERAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 45 | 63 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 20 | 32 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 18 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 23 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 20 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 20 | 40 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 25 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 12 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 36 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Choudwar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013- 14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 10.1 | 12 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 86.34 | 96.26 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 53.5 | 45 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 40.5 | 29 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 30 | 36 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 56 | 63 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 49 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 93 | 94.28 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 74 | 74 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 68 | 74 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Cuttack Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 56.6 | 58.04 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 136.05 | 136 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0.05 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 59.9 | 55.72 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3.8 | 3.9 |
| 6 | Quality of Water Supplied (%) | 100 | 91.18 | 91.76 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 37.3 | 42.46 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 89.3 | 83 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 60 | 70 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 10 | 25 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 60 | 70 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 60 | 70 |
| 5 | Quality of Sewage Treatment (%) | 100 | 100 | 100 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 40 | 50 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 70 | 75 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 50 | 75 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 60 | 70 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 30 | 50 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 50 | 60 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 51.8 | 65 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 7 | 5 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Dhenkanal Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 19.4 | 13.87 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 67.56 | 82 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 47.8 | 52.92 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1 | 1 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98.08 | 98.01 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 20.8 | 14.63 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 32.73 | 10.72 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 70 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 70 | 75 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 0 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Deogarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 23.2 | 24.5 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 85 | 85 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 78.64 | 78 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 90 | 90 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 91.7 | 92 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 33.5 | 33.5 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 48.2 | 52 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 72.77 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 0 | 0 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 4.1 | 7.3 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 2 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jajpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 23.1 | 22.29 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 88.64 | 101.44 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 65 | 69 |
| 5 | Continuity of Water Supply (Hours) | 24 | 6 | 6 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 90 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25.2 | 31 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 30 | 28 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 54 | 67 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 49.4 | 49.4 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 364.6 | 364.6 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 41 | 45 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB – Jaleswar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 11.3 | 17 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 43.13 | 55.55 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 78.6 | 66 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 85.1 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 8.2 | 33 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 100 | 43 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 41.3 | 55 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 6.2 | 18 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 4.9 | 11 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 2 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jaypore Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|----------------------|---|-----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 20.8 | 31 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 105.76 | 106.26 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 48 | 68 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4.3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 61.3 | 31 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 10.8 | 23 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 69.4 | 75 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 65 | 80 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 11 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 80 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 100 | 100 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jagatsinghpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 10 | 17 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 74.73 | 103.03 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 70.6 | 78 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 83.3 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 26.4 | 22 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 30 | 34 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 80 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 76 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 36 | 40 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 5 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 5 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 23 | 30 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 5t |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 5 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 11 | 15 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 3 | 2 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jatni Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 10.6 | 10.70 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 55.74 | 55.74 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0.00 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 39 | 71.00 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.5 | 2.00 |
| 6 | Quality of Water Supplied (%) | 100 | 57.3 | 100.00 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100.00 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 15.8 | 20.00 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 45.7 | 46.63 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 15 | 22 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 42 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jharsuguda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 20.8 | 70 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 105.76 | 70 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 5 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 48 | 60 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 61.3 | 40 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 10.8 | 15 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 53 | 58 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 80 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 15 | 20 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 10 | 15 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Joda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|--------------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 3.3 | 4 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 112.35 | 68.15 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 1 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 29.5 | 51 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 93.8 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 7.4 | 34 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 42 | 16 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 44.15 | 48 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 85 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 100 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 40 | 60 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Kendrapara Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 32.1 | 34.5 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 123.75 | 121.9 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 55 | 32.4 |
| 5 | Continuity of Water Supply (Hours) | 24 | 6 | 6 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 85 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 88.5 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 23.1 | 23.2 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 49.3 | 49.3 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 65 | 70 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 68 | 72 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 76 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 48 | 50 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 2 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Keonjhar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.4 | 24 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 96.55 | 95.39 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 1 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 26 | 40 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 1.9 |
| 6 | Quality of Water Supplied (%) | 100 | 88.9 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 92.7 | 85 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 45.6 | 63 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 24.7 | 14 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 63 | 90 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 71 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 55 | 60 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 50 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 49 | 65 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Khurda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.1 | 16.5 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 78.23 | 78.23 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 16.9 | 67 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 80 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 12.5 | 14 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 28.1 | 39.28 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 20 | 30 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 40 | 50 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 20 | 30 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 25 | 35 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 15 | 25 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 20 | 30 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 25 | 35 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Koraput Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|---------------|------------------------------------|----------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 50.5 | 46 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 135.59 | 133.56 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.1 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 12.6 | 50 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2.3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 36.6 | 34 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 57.5 | 112 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 65 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 70 | 75 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 65 | 75 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 30 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 40 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Malkanagiri Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 10.3 | 13 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 62.87 | 62.41 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 60.8 | 52 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 25.3 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 28 | 36 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 71 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 77 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 100 | 100 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 80 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 10 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 15 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 38 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Nawarangpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013- 14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 18.4 | 22 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 73.72 | 50.78 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 36.1 | 51 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4.3 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 32 | 28 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 13.1 | 17 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 90 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 90 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 20 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 20 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 20 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 20 | 30 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 90 | 100 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 100 | 100 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Pattamundai Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 19.9 | 20.85 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 100.5 | 91.52 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 73.3 | 29.3 |
| 5 | Continuity of Water Supply (Hours) | 24 | 6 | 6 |
| 6 | Quality of Water Supplied (%) | 100 | 85.7 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 85 | 85 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 21.5 | 11.7 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 50 | 58.84 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 30 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 30 | 60 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 30 | 40 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 50 | 60 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 70 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 70 | 80 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 30 | 40 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 10 | 5 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Paralakhemundi Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 53 | 55 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 106 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 4.28 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 24 | 20 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.5 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 80 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 48 | 50 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 71 | 75 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 82 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 16.3 | 30 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 88 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 76 | 90 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 6 | 2 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Puri Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 27.3 | 26.86 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 105.98 | 148.38 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 30.7 | 49.9 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 83.3 | 88.88 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 96.7 | 97.22 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 16.5 | 19.22 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 74.3 | 43.17 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 68.9 | 100 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 11.1 | 30 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 12.8 | 60 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 97.2 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 7.2 | 15 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 74.8 | 80 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 74.2 | 80 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 32.1 | 50 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 25 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 11.8 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 16 | 7 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Phulbani Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 26 | 29 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 97 | 102 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 41 | 32 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.35 | 1.35 |
| 6 | Quality of Water Supplied (%) | 100 | 84 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 23 | 27 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 37 | 27 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 44 | 52 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 66 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 11 | 25 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Paradeep Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|--|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | Supplied by Paradeep Port Authority | |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | | |
| 3 | Extent of metering of Water Connections (%) | 100 | | |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | | |
| 5 | Continuity of Water Supply (Hours) | 24 | | |
| 6 | Quality of Water Supplied (%) | 100 | | |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | | |
| 8 | Cost recovery in Water Supply Services (%) | 100 | | |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | | |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 86.3 | 95 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 51.7 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 95.3 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 11.6 | 25 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Rajgangpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 10.3 | 11.04 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 52.11 | 52.11 |
| 3 | Extent of metering of Water Connections (%) | 100 | 2.7 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 31.7 | 72 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 91.1 | 97 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 95.6 | 80 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 10.3 | 10.5 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 27.3 | 10.5 |
| SEWERAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 2 | 10 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 80 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 60 | 70 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 20 | 30 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 75 | 90 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 5 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Rairangpur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 28.4 | 45 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 69.38 | 69.99 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 47.3 | 42 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.5 | 3 |
| 6 | Quality of Water Supplied (%) | 100 | 96.9 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 97 | 97 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 15.2 | 22 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 92.9 | 35 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 60 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 55 | 68.2 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 35 | 43.4 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 10 | 12.4 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 34 | 42 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Raygada Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 38.9 | 46 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 109.57 | 108.36 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 6.3 | 7 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4.5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 53.5 | 52 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 47.8 | 46 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 79 | 90 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 100 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 88 | 88 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Rourkela Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 34.9 | 40 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 133.44 | 135 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 1 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 21.8 | 20 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.75 | 2.8 |
| 6 | Quality of Water Supplied (%) | 100 | 97.6 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 94.4 | 95 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 24.5 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 62.2 | 65 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 80 | 84 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 40 | 65 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 70 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 20 | 35 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 2 | 5 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 7 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 50 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 1 | 5 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 2 | 10 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 71 | 84 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sambalpur Municipal Corporation

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|--------------------------|---|---|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 29.89 | 30 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 196.64 | 195 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 73 | 72 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2.7 | 2.7 |
| 6 | Quality of Water Supplied (%) | 100 | 97.2 | 98 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 89.5 | 88 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 20.5 | 21 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 47 | 55 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 67 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 0 | 0 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 80 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste(%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 50 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 15 | 25 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 1 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Sunabeda Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 9.5 | 14 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 143.86 | 138.13 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0.2 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 23.1 | 20 |
| 5 | Continuity of Water Supply (Hours) | 24 | 3 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 98.4 | 91 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 145.8 | 126 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 100 | 90 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 50 | 55 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 35 | 40 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 70 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 8 | 5 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Sonepur Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|---------------------------------------|-------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 39 | 40 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 123.9 | 125 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 60.6 | 60 |
| 5 | Continuity of Water Supply (Hours) | 24 | 1.3 | 1.5 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 74 | 75 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 24.6 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 36.6 | 36.7 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 64 | 70 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 20 | 25 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 100 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 70 | 80 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 5 | 4 |

Declaration of Service Standards(13th Finance Commission)
Name of ULB - Soro Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connection(%) | 100 | 8.5 | 13 |
| 2 | Per Capita Supply of Water at Consumer end(LPCD) | 135 | 48.31 | 55.53 |
| 3 | Extent of metering of Water connection(%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 83.2 | 64 |
| 5 | Continuity of Water Supply(Hours) | 24 | 3 | 3 |
| 6 | Quality of Water supplied(%) | 100 | 82 | 93 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 45 | 100 |
| 8 | Cost recovery in Water Supply services(%) | 100 | 11.1 | 43 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 100 | 31 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 34 | 45 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection efficiency of sewage network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse & Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost recovery in sewage management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Service (%) | 100 | 70 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 100 | 100 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0.5 | 1 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 2 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Sundargarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|---------------|------------------------------------|----------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 22.4 | 35 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 81.29 | 91.51 |
| 3 | Extent of metering of Water Connections (%) | 100 | 5.7 | 10 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 34.2 | 45 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 98 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 92.4 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 18.6 | 25 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 61.9 | 70 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 65 | 66 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 85 | 90 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 75 | 80 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 55 | 60 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 65 | 70 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 4 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Titlagarh Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.87 | 16.87 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 100.27 | 94.83 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 33.27 | 39.18 |
| 5 | Continuity of Water Supply (Hours) | 24 | 2 | 2 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 75 | 78 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 29.28 | 19.07 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 31.05 | 32.04 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 82 | 100 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 0 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 0 | 0 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Talcher Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 16.54 | 16.85 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 60.99 | 73 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 20 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 41.3 | 56.25 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 92 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 86.8 | 90 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 22.2 | 23.7 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 41 | 48.51 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 0 | 0 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 75 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 82 | 85 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 70 | 75 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 80 | 85 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 5 | 5 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 10 | 15 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 70 | 75 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 0 | 0 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Umerkote Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013-14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 9 | 11 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 53.16 | 46.91 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 60.5 | 64 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 100 | 100 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 70 | 75 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 12.6 | 18 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 42 | 49 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 50 | 0 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 40 | 0 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 52 | 0 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 18 | 0 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 30 | 0 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 0 | 0 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 10 | 0 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 60 | 75 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 2 |

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Vyasanagar Municipality

| Sl. No. (1) | Service/ Indicator (2) | Benchmark (3) | Current Status for FY, 2013- 14 (4) | Target for FY, 2014-15 (5) |
|-------------------------------|---|------------------|--|----------------------------------|
| WATER SUPPLY | | | | |
| 1 | Coverage of Water Supply Connections (%) | 100 | 44.7 | 44.7 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 73.8 | 85.61 |
| 3 | Extent of metering of Water Connections (%) | 100 | 0 | 2 |
| 4 | Extent of non-revenue Water (NRW) (%) | 20 | 28.4 | 30 |
| 5 | Continuity of Water Supply (Hours) | 24 | 4 | 4 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 90 | 98 |
| 8 | Cost recovery in Water Supply Services (%) | 100 | 35 | 35 |
| 9 | Efficiency in Collection of Water Supply related charges(%) | 90 | 30 | 23 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets (%) | 100 | 68 | 75 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 0 | 0 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 0 | 0 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 0 | 0 |
| 5 | Quality of Sewage Treatment (%) | 100 | 0 | 0 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 0 | 0 |
| 7 | Efficiency in Redressal of Customer Complaints (%) | 80 | 0 | 0 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 0 | 0 |
| 9 | Efficiency in Collection of Sewage Charges (%) | 90 | 0 | 0 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 18 | 30 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 70 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 0 | 10 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 0 | 10 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 0 | 8 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 90 | 100 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 0 | 5 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 0 | 5 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 10 | 20 |
| 2 | Incidence of Water Logging/Flooding (Number) | 0 | 4 | 0 |